14th ANNUAL IIDA

PRODUCT PARADE

@

NeoCon® East

PHILADELPHIA

October 28 - 29, 2015
Pennsylvania Convention Center

Exhibitor Manual

14th ANNUAL IIDA PRODUCT PARADE @ NeoCon East PHILADELPHIA

SCHEDULE

SET-UP HOURS

- Tuesday, October 27 1:00 pm – 5:00 pm
- Wednesday, October 28 7:00 am – 9:00 am **(MUST BE SET UP BY 9:00 am)**
    - **Small touch-ups can be made to display between 2-4PM on Wednesday*

PRODUCT PARADE HOURS

- Wednesday, October 28 4:00 PM – 7:00 pm

DISMANTLING HOURS

- Wednesday, October 28 7:00 pm – 9:00 pm

Be sure to register yourself and your staff as exhibitors at this link: https://neoconeast.martreg.com/?ex to quickly pick up your exhibitor badges onsite and gain access to the show floor during set-up hours.

CONTACTS

OPERATIONS

- Sergio Camargo
  Trade Show Operations Manager
  scamargo@mmart.com
  312.527.7589

REGISTRATION

- Wendy Confrey
  Director of Registration Services
  wconfrey@mmart.com
  312.527.7603

14th ANNUAL IIDA PRODUCT PARADE @ NeoCon East PHILADELPHIA

LOCATION

SHOW ADDRESS

- NeoCon East 2015
  Pennsylvania Convention Center
  1101 Arch Street, Halls: D & E
  Pennsylvania, PA 19107

LOAD-IN

- Dock Entrance on Vine St. 11th & 12th
  - (You will need to provide your Company Name and Booth Number when you arrive onsite)

MOVE-IN RULES AND REGULATIONS

- Dock Fees will apply at a rate of $65.00 per each 100lbs if you need assistance moving your product, dollies, flat carts or handling your product from your vehicle to the space.

- If you choose, you may carry small items or roll-in items via the regular show loading dock, but please refrain from using union handcarts, union flatbeds or union dollies.

- Union labor will be required for certain aspects of your exhibit handling, including installation and dismantling of all systems furniture. Exhibitors may set up their exhibit display if full-time employees can accomplish the task without the use of a ladder over 6ft tall. If needed, labor can be ordered through CompleteXPO by completing and returning the Display Labor Order form *Carpet will be provided in Product Parade space.

- Any electrical service needed for your display area, must be ordered directly through the convention center by filling out the Electrical Service Form.

CompleteXPO Services
Meeting The Needs of Today's Events!
411 W. Lake Brantley Rd., Altamonte Springs, FL 32714
Phone 407-786-EXPO (3976) • Fax 407-786-3977
E-Mail: info@completexpo.com

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Payment Policies

- **Payment Options**

  CompleteXPO Services, the official general service contractor for **NeoCon East 2015**, is pleased to offer you three convenient ways to pay for furniture and carpet rentals, material handling, signs, shipping and other provided services.

  - **Checks**
    - All checks must be in U.S. funds drawn on a U.S. Bank.
    - For advance payments by company check please submit your check with the anticipated charges, along with the completed order forms. Although you may choose to pay by company check or cash, for all charges incurred at show site, ***we require your signed Payment and Credit Card Authorization Form*** to be on file with CompleteXPO Services, in advance, to guarantee payment. Please make all checks payable to: **CompleteXPO Services.**
  - **Wire Transfer in U.S. Funds**
    - Address to: Fairwinds Credit Union 3087 N. Alfaya Trail, Orlando, Florida 32826
      Routing # 263181368 Account # 4538680
      Wire transfers must be initiated and confirmed at least two weeks prior to move-in. Wire transfers must include your company name, show name and booth number.
    - Due to the various processing fees we incur from banks clearing wire transfers into our accounts, CompleteXPO Services will charge the following fees:
      - **Domestic incoming wire transfer fee: $35.00**
      - **International incoming wire transfer fee: $45.00**
  - **Credit Card**
    - We accept MasterCard, Visa, Discover and American Express. To authorize charges, you must complete the enclosed ***Payment and Credit Card Authorization Form.*** By completing and returning the Payment and Credit Card Authorization Form you are authorizing CompleteXPO Services and/or CompleteXPO Logistics to charge your credit card on file for any and all charges incurred.

- **Show Site Orders**

  To save money, take advantage of the pre-show discounts by ordering as many of your requirements as soon as possible in advance. ***For the discount prices to apply, your order must be received by the Discount Deadline Date of Friday, October 9, 2015 and payment must accompany your order.*** Orders received after the Return Deadline Date or made at the Exhibitor Service Desk during the show will be billed at standard rates listed on the various order forms.

- **Payment Terms**

  To process your order for services and materials listed in the Exhibitor Service Manual, we require your signed ***Payment and Credit Card Authorization Form*** to be on file with CompleteXPO Services to guarantee payment. Invoices for outstanding balances will be available at the Exhibitor Service Desk for your review and payment. Pre-payments will be indicated, and any balance due must be paid in full by cash, traveler's check, credit card or check upon presentation. All payment disputes should be resolved before leaving the show site. No adjustments will be made 30 days after close of the show.

  Invoices will be ready on the last day of the show. If you have any questions or concerns in regard to your charges for inbound freight, installation labor, furniture or accessories, please stop by the Exhibitor Service Desk. Charges for these items may not be disputed after the show.

  Additionally, ***exhibitors will be charged for the equipment they use in their booth***. CompleteXPO Services is authorized to charge the exhibitor's credit card for any charges incurred following the show, e.g., dismantle labor, outbound overtime drayage charges, etc. In these circumstances, CompleteXPO Services will charge the exhibitor's credit card on file, and mail an invoice to the exhibitor outlining the charges which were billed.

  All charges are payable in U.S. funds only. ***No telephone orders will be accepted.***

- **Cancellation Policy**
  - Rental orders cancelled *prior* to delivery will be refunded at 100% of original price. Rental orders cancelled after delivery will receive a credit of 50% of the original price to be applied to a new purchase at standard rates. No refunds will be issued.
  - Labor service orders cancelled 48 hours prior to move in will be refunded at 100% of original price. Labor service orders cancelled less than 48 hours prior to move-in will be invoiced a minimum of one hour per worker.
  - **Note:** All materials are on a rental basis for the duration of the show, must be returned in good working order and will remain the property of CompleteXPO Services.

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Payment and Credit Card Authorization Form

Discount Deadline: **October 9, 2015**

Please complete the information requested and return payment in full with this form and your orders. You may choose to pay by credit card or check; however, we require your credit card authorization to be on file with CompleteXPO Services. For your convenience, we will use this authorization to charge your credit card for any additional amounts incurred as a result of show orders placed by your representative for this event.

Payment Method:

- ☐ Corporate Credit Card
- ☐ Personal Credit Card
- ☐ Check*
- ☐ Wire Transfer (fee applies)*

*Please note: You may choose to pay by Check or Wire Transfer; however, a credit card is required to be on file for any charges not covered by check or wire payment.

Card Type:

☐ AMERICAN EXPRESS ☐ MasterCard ☐ VISA ☐ DISCOVER

Card Number:

___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___

Expiration Date: _____ / _____ / _____

CVV2 (Security) Code: _____ _____ _____ _____

ORDER RECAP

Enter totals from each completed form

** Note: Items taxable in the State of Maryland*

*Exhibit Booth Rental Order Form **(For best price, order by 10/02/2015)**	$	
* Standard Booth Furnishings	$	
* Carpet / Padding Order Form	$	
* Plush Custom-Sized Carpet Order Form **(Please order by 10/03/15)**	$	
* Pegboard Order Form	$	
* Grid Order Form	$	
* Custom Booth Rental Order Form	$	
* Modular Hardwall Accessories Form	$	
* Special Signs Order Form	$	
Priority Empty Container Return Order Form	$	
Accessible Storage Order Form	$	
Material Handling Order Form	$	
Display Labor Order Form	$	
Rigging Labor Order Form	$	
Suspended Sign Hanging Order Form	$	
Vehicle Spotting Order Form	$	
* Booth Cleaning Order Form	$	
* Porter Service Order Form	$	
TOTAL AMOUNT DUE➔ **Taxable items are noted with ***	**$**	

Cardholder's Name (print or type):			
Cardholder's Address:	City:	State:	Zip:
Cardholder's Signature:		Date:	
ALL ORDERS SUBJECT TO LIMITS OF LIABILITY			
Company Name:		Booth #	
Street Address:	City:	State:	Zip:
Phone #:	Fax #:		
Ordered By:		Email:	
Signature:		Date:	

RETURN THIS FORM TO:
PCCA/SMG ORDER PROCESSING
1101 Arch Street
Philadelphia, PA 19107
Phone: (215) 418-2190
Fax: (215) 418-2187
utilities@paconvention.com

Pennsylvania Convention Center
PHILADELPHIA

AN SMG MANAGED FACILITY

NEOCON
ADVANCE ORDER
DEADLINE
OCTOBER 4, 2015

ELECTRIC SERVICE ORDER

(Please read instructions, explanation of services and regulations on reverse side)

Exhibiting Firm: _____ **Booth No.:** _____

Address: _____ **Event:** _____

City: _____ **State:** _____ **Zip:** _____

Exhibitor Contact Name: _____ **Title:** _____

Phone: (____) _____ **E-Mail:** _____

CREDIT CARD AUTHORIZATION REQUIRED for advance order, on-site charges, labor, and materials

[ ] Visa [ ] MasterCard [ ] Amex Account Number: _____ **Exp Date:** _____

Print Card Holder's name: _____ **Signature:** _____

Check enclosed #: _____ **Amount:** _____

STANDARD 120 VOLT SERVICE

Service originates at back center in line booths, Electrical Labor Order required for other location. Island & Peninsula Exhibits

QTY	SERVICE	ADVANCE	STANDARD	24 HR ADD 50%	TOTAL
	500 watt service	**$115.00**	**$155.00**		
	1000 watt service	**$145.00**	**$205.00**		
	2000 watt service	**$190.00**	**$255.00**		
	OTHER	Call	Call		

208 VOLT MOTORS/MACHINERY

Labor order and floor plans required for 208v Services. Labor and material charges will apply.

QTY	SERVICE	ADVANCE	STANDARD	24 HR ADD 50%	TOTAL
	20 amp single phase	**$400.00**	**$495.00**		
	30 amps single phase	**$420.00**	**$575.00**		
	60 amps single phase	**$650.00**	**$875.00**		
	100 amps single phase	**$1,000.00**	**$1,600.00**		
	20 20amp three phase	**$500.00**	**$580.00**		
	30 amps three phase	**$525.00**	**$785.00**		
	60 amp three phase	**$775.00**	**$1,085.00**		
	100 amps three phase	**$1,250.00**	**$1,725.00**		
	OTHER	Call	Call		

RENTAL LIGHTS

Price includes power/installation/one time focus on Straight Time with lighting grid

QTY	SERVICE	ADVANCE	STANDARD	TOTAL
	4' Track w/3 90watt lamps w/electric service /installation	**$165.00**	**$255.00**	
	8' Track w/3 90watt lamps w/electric service /installation	**$225.00**	**$305.00**	
	Each additional track lamp	**$20.00**	**$30.00**	
	LED Clamp Stem Light w/electric service /installation	**$125.00**	**$170.00**	
	Overhead Source 4 550w Par Can	**$650.00**	**$900.00**	
			SUB TOTAL	
			8% SALES TAX	
			TOTAL	

Email completed service order form along with floor grid and labor form to PCCA/SMG Utility Services Department at utilities@paconvention.com
TO ORDER ON-LINE VISIT OUR WEBSITE AT
WWW.PACONVENTION.COM

***ADVANCE RATE PRICING: SERVICE ORDER WITH PAYMENT IN FULL MUST ARRIVE PRIOR TO DEADLINE**

RATES EFFECTIVE JULY 1, 2015 – RATES SUBJECT TO CHANGE

PCC/SMG ELECTRIC SERVICE ORDER
TERMS & CONDITIONS

1. INSTRUCTION FOR COMPLETING ORDER FORM

- **a.** Order must be typed or clearly printed, illegible forms will delay processing.
- **b.** Services requested at location other than back of booth must include proper forms and diagrams.
- **c.** For services and equipment not listed on the service order form, **call the PCC/SMG Utility Services Department for availability and quotes at (215) 418-2190 or e-mail utilities@paconvention.com**

2. PAYMENT TERMS & CONDITIONS

- **a. Full payment is due with service order.** Credit Card Pre-authorization for on site charges, labor and materials is required when placing an order. Acceptable forms of payment are: company check (drawn on a U.S. bank) payable to **Pennsylvania Convention Center Authority,** (PCCA) and accepted credit cards. Service orders will not be processed without payment. Exhibiting firms with outstanding balances from prior events must submit payments, otherwise services will not be provided.
- **b.** Advance rates will be applicable to service orders complete with payment in full received by PCCA/SMG 21 days prior to event opening date or the deadline date noted on front of this form. Service orders received less than 21 days prior to opening date of event or orders received without payment will be billed at the standard rate.
- **c.** Third party billing is available upon request. Please contact the PCCA/SMG Finance Department at 215-418-4793 for approval.
- **d.** Outstanding balance for services will be automatically billed to the credit card on file.
- **e.** Credit will not be given for service installed and not used. Services canceled without 21 day prior written notice are subject to a cancellation fee of 25%.
- **f.** A $25.00 handling charge will be assessed for returned checks due to insufficient funds.
- **g.** Cancellation of services must be received by PCCA/SMG Utility Services 21 days prior to the event.
- **h.** Rates are based on current wages and are subject to change without notice.
- **i. Claims** regarding services provided by PCCA/SMG will not be considered unless filed by customer issued prior to the close of show.
- **j. Refunds** of overpayments will be issued by submitting request to PCCA/SMG Finance Department within 30 days of the close of final invoicing.
- **k.** For unpaid balances on **pre-approved** invoices, terms will be net, due and payable upon receipt of invoice. Effective 30 days after invoice date, any unpaid balances will bear a **FINANCE CHARGE** at the lesser of the maximum rate allowed by law, or 1.5% per month by law. The finance charge shall automatically be reduced to the maximum rate allowed. Any excess finance charge received by the PCCA/SMG shall be applied to reduce the principal unpaid balance or refunded to the payer. This payment Terms & Conditions agreement shall be governed by and construed in accordance of the laws of the Commonwealth of Pennsylvania
- **l. International** exhibitors are required to make 100% pre-payment for services. Payment may be made by check in U.S. funds drawn on a U.S. bank or by approved credit card.
- **m.** For companies exempt from sales tax, PCCA/SMG requires an exemption certificate for the Commonwealth of Pennsylvania. Resale certificates are not valid unless re-billing charges to customers.

3. EXPLANATION OF SERVICE

- **a.** Rates shown for services are for the duration of event and includes installation to exhibitor booth in the most convenient manner, in most cases to the back center of an in line booth or perimeter of island and peninsula booths. All services originate from the floor unless otherwise noted or requested.
- **b.** Advance orders will be installed based on the schedule determined by the General Service Contractor and/or Show Management. On site orders will be processed in the order that they are received at the PCCA/SMG Service Desk.
- **c.** Electrical services will be turned off one hour after the close of show each day and restored one hour prior to opening. 24 hour electrical service is available for refrigeration, electronics and circulation pumps.

4. RULES & REGULATIONS FOR SERVICES

- **a.** Services provided may not be shared by multiple exhibits.
- **b.** All materials and equipment furnished by PCCA/SMG and/or its sub-contractors shall remain the property of PCCA/SMG and/or it's Sub-contractors.
- **c.** PCCA/SMG and/or its sub-contractors are authorized to cut floor coverings to gain access to utility floor ports and permit the installation of service.
- **d.** PCCA/SMG or its sub-contractors are not responsible for interruption or fluctuation of services.
- **e.** All equipment provided by customer shall be compliant with the National and Philadelphia Electrical and Building Codes and PCCA/SMG safety standards. All equipment is subject to inspection and approval by PCCA/SMG prior to connection to service.
- **f.** Customer is responsible for any lost or damaged equipment supplied by the PCCA/SMG.

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Display Labor Order Form

Discount Deadline: ***October 9, 2015***

Labor Rates

Display Labor for Installation and Dismantling of Exhibits — *Power Tools are NOT Supplied* —		
Straight Time	$ 99.00 per hour, one hour minimum per worker, thereafter 1/2 hr. increments	8:00 am to 4:30 pm Monday through Friday.
Overtime	$ 148.5 per hour, one hour minimum per worker, thereafter 1/2 hr. increments	After 4:30 pm until 8:00 am Monday through Saturday, "Double Time" all day Sunday & Holidays
All labor orders received after the return deadline date will be charged an additional 25%		

NOTE: 8:00 am is the only guaranteed starting time. All other orders will be filled as labor is available. All exhibit labor for 8:00 am starting times will be dispatched to booth space. All labor must be signed in and out at the Service Desk. Exhibitors not checked in by their requested starting times are subject to a 1 hour minimum charge per worker ordered, unless we receive written cancellation 48 hours prior to starting time.

PLEASE INDICATE SERVICE REQUIRED:

☐ EXHIBITOR'S SUPERVISION – All work performed must be under the supervision of the Exhibitor

☐ COMPLETEXPO SERVICES SUPERVISION – Hourly rate plus 30% Supervision charge. Minimum $55.00. Detailed set-up and outbound shipping instructions must be sent in advance.

Name of Carrier_____ # of Crates: _____ # Cartons: _____ # Skids:_____

	Date(s) Required	# of Workers Needed	Time Requested (Time requested is not guaranteed)	Estimated # of Hours Per Worker	Estimated Amount
SET-UP	Monday, October 26th				$
	Tuesday, October 27th				$
DISMANTLE	Thursday, October 29th				$
	Friday, October 30th				$
				TOTAL AMOUNT ➔	**$**

Display shipped to: ☐ Warehouse ☐ Show Site ☐ Display includes Carpet ☐ Will Rent Carpet

PLEASE INCLUDE YOUR SET-UP PLANS WITH YOUR ORDER

After Dismantle Return Display to: _____

_____

Payment Policy: Credit Card information must be on file for all display labor services. All outstanding invoices must be settled at the Service Desk prior to show closing. No telephone orders accepted. All charges in U.S. funds only. Check, cash, traveler's checks, Visa, MasterCard, Discover, and American Express accepted. **Cancellation Policy:** Display labor service orders cancelled 48 hours prior to move in will be refunded at 100% of original price. Display labor service orders cancelled less than 48 hours prior to move-in will be invoiced a minimum of one hour per worker.

Company Name:	Booth #:
Ordered By:	Phone #:
Signature:	Date: